

AVON AND SOMERSET POLICE AND CRIME PANEL
25 MARCH 2025

COMMISSIONER'S UPDATE REPORT

Executive Summary

The purpose of this report is to provide assurance to the Police and Crime Panel on how the Police and Crime Commissioner (PCC) and her Office (OPCC) have discharged their statutory duties since the last meeting.

- **Police and Crime Plan 2024-29:** update on development of the Implementation Plan
- **Strengthening Neighbourhood Policing:** Neighbourhood Policing Guarantee funding announcement; ASB Hotspot update; OPCC engagement activity update.
- **Reducing Violent Crime: Male Violence Against Women and Girls:** National Portfolio update; Ministerial Visit; Safer Streets Bystander Project & Women's Charter updates; future funding secured for DRIVE; Project Bright Light (Domestic Abuse equivalent of Bluestone/Soteria);
- **Serious Youth Violence:** evaluation update, Mayoral Combined Authority initiative, national developments including Young Futures Prevention Partnerships.
- **Preventing Crime:** National APCC Portfolio for Prevention; prevention mapping work completed; Reducing Reoffending strategy development; Custody Liaison & Diversion service Mobilisation.
- **Supporting Victims of Crime:** PCC National Portfolio update; service visits and mobilisation of commissioned services; Victims Code of Practice compliance implementation update.
- **Improving Standards of Policing:** update on PCC-led independent scrutiny panels, Custody Visiting Scheme, the Tackling Disproportionality Programme and Independent Scrutiny Board.
- **Governance and Accountability:** new format Governance and Scrutiny Board; latest Police Question Time; PEEL and inspections update; key decisions summary; Local Criminal Justice Board update.
- **Additional Issues for Oversight:** standing update on police recruitment figures.
- **National Updates:** summary of government announcements on policing and criminal justice since the last meeting.

Police and Crime Plan 2024-29 and development of an Implementation Plan

The Police and Crime Plan was published in December 2024 and is available on the PCC's website: <https://www.avonandsomerset-pcc.gov.uk/wp-content/uploads/2024/12/AS-Police-Crime-Plan-2024-2029-09DEC24-1.pdf>.

A Communications Plan has been developed, setting out three phases of activity to share feedback from the consultation, outline next steps and long term activity to share how the PCC is measuring delivery.

Development of the Implementation Plan is being coordinated through a cross-directorate steering group chaired by the PCC, overseeing three workstreams each with OPCC senior leads:

- Police led actions – Sally Fox
- OPCC led actions – Alice Ripley
- Partner led actions – Marc Hole and Natalie Lavis

As part of this development process, all the ideas from the consultation have been allocated to one of the three workstreams and are being categorised as:

- Already being done
- Part of current planning
- To be considered for future development
- Not feasible

Work stream leads will share the work so far with stakeholders and ideas will initially be discussed through existing meeting structures throughout January – March.

OPCC actions will form the basis for the new OPCC strategic plan. Strategy development sessions with the PCC and senior team took place during autumn and are scheduled through to March.

Priority 1 – Strengthen Neighbourhood Policing to provide a visible police presence, engage with communities, and tackle anti-social behaviour

Government Announcements to Strengthen Neighbourhood Policing

New funding has been announced to support recruitment to Neighbourhood Policing Teams, following the Home Secretary's announcement of a Neighbourhood Policing Guarantee. Avon and Somerset are one of 11 pilot forces participating in a new accredited programme to provide a formal qualification for careers in neighbourhood policing to support this pledge. The programme comprises of six modules, the first three of which are part of the pilot:

- Pilot Modules: Engaging Communities; Problem Solving; Anti Social Behaviour
- Additional Modules (not part of the pilot): Working in partnership to prevent and reduce crime; Protecting communities from serious and organised crime; Neighbourhood management.

Anti Social Behaviour (ASB) Hotspots Project

Work continues to deliver the Home Office funded ASB / Serious Violence Hotspots project throughout Avon and Somerset. This involves the delivery of targeted, high-visibility police patrols, alongside a range of preventative, educational and diversionary activities delivered by partner organisations. Quarter 4 activity continues to take place ahead of returns due to the Home Office in April. The project is on target to deliver over 9000 hours of police patrol activity within hotspots across the Force area, in line with Home Office specifications. The Home Office has confirmed that A&S will receive similar levels of funding to continue this work in 2025/26. The University of Portsmouth is currently carrying out research into hotspot identification methodologies which will be used to support the planning process for 2025/26 hotspot activity in A&S.

OPCC Engagement Activity

A Community & Stakeholder Engagement App has been developed to map and manage PCC engagement. It is now live and starting to be used to plan and analyse engagement visits. The PCC Engagement programme and dates covering January - May 2025 is in place. Priority has been given to commissioned services and outstanding PCC visit requests since elected.

Plans for the remainder of the year are in development and will include regular Public Forum events. Dates are as follows: 25 April, 21 May, 24 June, 5 July. Venues will be confirmed as soon as possible. Analysis of the survey seeking feedback on Public Forums carried out during the police and crime plan consultation is currently underway and will help shape planning the new forums going forward.

The longer-term strategic engagement programme will be aligned to the new Police and Crime Plan priorities, and any identify need or pressing policing issues facing communities. This will also include an internal Avon and Somerset Police engagement plan developed by the new PCC Staff Officer.

Priority 2 – Reduce Violent Crime, with a specific focus on male violence against women and girls and serious youth violence

Male Violence Against Women & Girls (MVAWG)

National Portfolio

The PCC continues to support the APCC's national portfolio for victims. This gives the PCC and OPCC early sight of national matters and crucially the ability to influence a wide range of policy from victim services to MVAWG and perpetrator programmes. Over the last reporting period the PCC has had the privilege of engaging with Ministers on the commissioning of services for victims of MVAWG crimes as well as being briefed on the new National Centre for VAWG. This is an evolution of the NPCC Taskforce for VAWG, expanding to provide the policing mechanics (at a national level) around the problem. The centre will be made up of 100 Officers, led by a Deputy Chief Constable (to be recruited). The three core pillars of the centre are: Consistency; Professionalise Public Protection; Tackle at scale.

The Counter Terrorism national policing response is the comparable model to aspirations set out by the new centre for VAWG. The PCC has met with College of Policing Leads and NPCC VAWG lead (Sam Miller) to understand plans, proposed governance arrangements and opportunities for PCCs and their offices to influence and shape the work. Avon and Somerset's Op Soteria approach is at the centre of how the National Centre plans to achieve process consistency, Project Bright Light will offer this same foundation for learning at national level.

A number of national initiatives are being tried and tested to support this agenda. This includes [Raneems](#) Law (bringing specialist domestic abuse skill sets into the control centre environment), and Rapid Video Response ([RVR](#)), (to respond to domestic abuse victims immediately), building on Enhanced Video Response (EVR) which is utilised in ASP currently.

Ministerial Visit

The PCC welcomed Jess Phillips MP, Minister for Safeguarding and Violence Against Women and Girls, on a ministerial visit to Avon and Somerset Police. There was a round table discussion where they looked in detail at Operation Soteria and discussed the new pilot Bright Light which focuses on our DA investigations. Key to the discussions was the importance of investigations being victim centred, suspect focused and context led.

Safer Streets

Through the Home Office funded Safer Streets 5 initiative, the OPCC is focussed on delivering bystander intervention training to reduce Violence Against Women and Girls (VAWG) in the nighttime economy. Over 250 nighttime workers have been trained as of February. There is one remaining online session on 10 March and a dedicated session for Bridgwater Neighbourhood Police team, requested in response to local issues. There has been real learning as to the differences and challenges in engaging with the night time economy sector/hospitality. Local Authority and Policing links differ in terms of relationships and resourcing to coordinate these stakeholders through their

Business Improvement Districts (BID). Training has therefore been opened up to broader audiences, including colleges, gyms, hotels and housing.

An extended train the trainer session took place on 18 the February, to upskill colleagues to deliver bystander intervention to their colleagues and communities. Participants included licensing, mental health trainers and frontline support services.

The Women's Safety Group which was stood up to develop a Charter resource has been working to shape local approaches to this concept. This has been driven in different ways, influenced by the varied NTE sectors within each Local Authority. As the project is near to concluding, it has been agreed that funding associated to the charter development is to be utilised against:

- B&NES BID owned charter, hosted by the CSP
- Weston College owned project to develop a student led VAWG awareness campaign.
- Support to Constabulary led forcewide VAWG awareness campaign/platforms.

A final report for the Bystander project will be completed in May.

DRIVE

Confirmation has been received from the Home Office that the grant funding for the high-risk Domestic Abuse Perpetrator scheme, DRIVE will be extended for the financial year 2025/26. The OPCC is in the process of preparing the necessary paperwork and liaising with partners and co-funders to agree delivery for the one-year extension. Independent evaluation is currently being carried out, with the report expected by the end of March 2025.

Project Bright Light (Previously known as Domestic Abuse Soteria)

In 2021, Avon & Somerset pioneered Project Bluestone to radically improve its response to rape and serious sexual offences (RASSO). This police-academic collaboration gave rise to Operation Soteria Bluestone and the National Operation Model (NOM) for RASSO. One of the lessons learned has been that the response to domestic abuse is beset with similar issues, and a project is now under way to apply the Soteria approach to these crimes. Working again with academics, this project holds the potential to transform the response to domestic abuse within ASP. The PCC is fully supportive of this project and has agreed to underwrite the funding while an application is being made for external funding. In January the project was highlighted in a national media interview with the Chief Constable.

Serious Youth Violence

The Local VRPs, supported by the ASVRP Hub, are continuing to deliver a range of projects to identify young people engaged in or at risk of serious violence and divert them away from criminality, funded by the Home Office grants for Violence Reduction Units and the Serious Violence Duty. Each of the Local VRPs has developed their own programme of activity for 2024/25 based on local need with over 8,500 young people engaged with over the first three quarters of 2024/25. The services delivered over the period range from targeted one to one or group activities such as mentoring and violence prevention lessons to sports programmes, school workshops, pop up advice events and knife crime awareness sessions.

The VRP Director is continuing work to enhance the effectiveness of the ASVRP, with a continued focus on core products and evaluation. An updated Strategic Needs Assessment (SNA) for the partnership was agreed by the Executive Board at its meeting in late January 2025. The VRP Director

has also been exploring opportunities to secure more evaluation of local initiatives to ensure we are able to understand the impact that interventions are having and work is underway with the University of Bristol. In January a new Senior Projects, Insight and Evaluation Manager joined the team in the ASVRP Hub and is leading work in these areas.

National funding arrangements for collaborative work to reduce serious violence for 2025/26 has been confirmed and the ASVRP is continuing to receive funding from the Home Office for the coming year via the Violence Reduction Unit Grant and the Serious Violence Duty Grant. The majority of this funding is devolved to the five Local Authority areas under the hub and spoke model and work is underway across the partnership to prepare delivery plans for submission to the Home Office by 14 March 2025. Work is commencing within government to prepare for CSR 2 and the Commissioner will be supporting collective work across policing and with wider partners to build the case for continued investment in tackling serious youth violence.

Opportunities for investment by the West of England Mayoral Combined Authority (MCA) to support action to address the issues of serious youth violence across Bristol, South Gloucestershire and Bath & North East Somerset are continuing to be explored. These discussions, which are being led by MCA, involve representatives of the three unitary authorities for the MCA region.

Government's Knife Crime Action Plan

Following its election in July 2024 the government has affirmed its commitment to focusing on knife crime as part of their Safer Streets Mission and their intention to halve knife crime within 10 years. At this time, we are still awaiting details from the Home Office around future policy direction on Young Futures Prevention Partnerships and other initiatives related to the government's Safer Streets Mission. The VRP Director is engaged in the national conversations that are taking place to define these requirements on behalf of the Board and will support and advise the Commissioner and the ASVRP Executive Board as this progresses. It has been confirmed that Young Futures Prevention Partnerships will be piloted in all VRU areas (which includes Avon and Somerset) in 2025/26.

Priority 3 – Prevent Crime by working together with other organisations and the public to build safer communities

National Portfolio

Work continues to develop the Commissioner's national portfolio. The purpose of the prevention portfolio is as follows:

- **National:** Represent APCC members to influence legislation, policy, and funding decisions concerning prevention and the well-being of children and young people, while also collaborating with national partners on their behalf.
- **Local:** Support APCC members in providing local leadership and implementing evidence-based practices on issues related to prevention and the needs of children and young people.

In the coming months the portfolio plan includes:

- Plan and deliver a session to introduce and promote public health approaches within policing;
- Plan and deliver CYP Toolkit/Checklist for PCCs (this will be informed by conversations with Home Office);
- Plan and deliver a bespoke session on Partnerships and Prevention at the APCC NPCC Summit (held in November).

Local Activity

The Partnership, Policy and Commissioning team alongside the Violence Reduction Partnership have undertaken a mapping exercise in support of the development of the implementation plan for the Police and Crime Plan relating to Prevention, MVAWG and children and young people. This mapping exercise identified current policing and OPCC activity in partnership, commissioning, strategy, and policy locally, regionally and nationally. It also identified some gaps and ideas for solutions. This is in addition to the ideas generated through the consultation feedback. This will help inform activity to include in the implementation plan.

Reducing Reoffending

The development of an Avon and Somerset Reducing Reoffending Strategy and action plan is progressing. A development workshop took place on Wednesday 26 February, attended by Probation, Prison, Community Safety Reps from each local authority level, Public Health and the Voluntary sector. It was agreed that the role of the Community Safety Partnerships in reducing reoffending would be re-invigorated and priorities would include (for adults):

- Resettlement from prison into local communities with an additional focus on 18-25 year olds and women; and
- Offenders managed through Integrated Offender Management teams.
- The key pathways will focus on accommodation (including retention of accommodation), drugs, health and welfare, benefit and debt.

For children via the Youth Justice Partnerships, the focus will be to:

- Maximise alternative sentencing and use of restorative opportunities to build confidence in and educate sentencers to make a meaningful impact on behaviours to reduce reoffending.
- Recognising the value of out of court resolutions to prevent entering the CJS in the first place, to intervene as required and offer diversions which will protect communities and enhance cohesion.

This supports the Child First approach to Youth Justice.

The Strategy will be finalised and presented to the Local Criminal Justice Board and Community Safety Partnerships for ratification in April/May 2025.

A&S Advice Support Custody and Court Service – Re-commissioning with NHS England (NHSE)

The NHSE / OPCC co-commissioned service Advice Support Custody and Courts (ASCC) which is the local delivery for the NHSE led [liaison and diversion scheme](#), has undergone a re-commissioning process as part of a wider system re-modelling for non-custodial services across the South West. The new model is working to mobilise on 1 April. A regional launch event is taking place on 13 March.

Priority 4 – Support Victims to ensure they get the help they need when they need it

National Portfolio

As referenced under Priority 2, as part of her national APCC Victims portfolio the PCC is invited to comment on policy matters affording her the ability to influence work at a national level in alignment with the Police and Crime Plan. Examples include:

- OPCC insights to inform the APCC/NPCC Problem Statement for Sexual Assault Referral Centre (SARC) provision in England and Wales – this gave the PCC the chance to reflect on the success of the Avon and Somerset integrated SARC as a Paediatric Centre of Excellence delivered by a local NHS Trust as well as the challenges facing providers over the implementation of ISO Standards as part of the requirements of the Forensic Science Regulator.

- APCC Plans to brief OPCCs on new Procurement Regulations
- Review of the Impact Assessment for the Duty to Collaborate due to be published this Spring as part of the government's consultation on draft guidance.

The OPCC continues to work with national colleagues to inform their position on funding for victim services and implementation of government policy. OPCC collaborative commissioning with health and local authority partners for the provision of specialist sexual violence therapy across Avon and Somerset was highlighted in the recent [APCC publication on partnership working](#).

Visits to Services and Key Meetings

The PCC and team visited the following organisations over the reporting period, to understand respective priorities and inform development of the Implementation Plan.

- SARC (7 February 2025)
- Safelink Independent Sexual Violence Advisor (ISVA) and Nextlink Independent Domestic Violence Advisor (IDVA) services (7 February 2025)
- SWAN Victims of Crime Advocacy Service (VOCAS) (7 February 2025)
- Lighthouse Bridgwater (21 February 2025)
- Domestic Abuse Commissioner Nicole Jacobs (27 February 2025)

Visits are scheduled for remaining victim services over the coming months.

New Services from April 2025

The OPCC is working with successful providers to mobilise the following services due to commence 1 April:

- [Independent Sexual Violence Advisor Service](#)
- [CYP Victim of Crime and ASB Service](#)
- Adult Victim of Crime and ASB Service

Collaboration underpins the OPCC Commissioning Plan, as such the three services will be working together to [launch services on 24 April in Bristol](#) with a programme of successive information session events throughout May and June in each local authority area of Avon and Somerset.

The OPCC has now received the grant agreement from the Ministry of Justice for both the formula and general grants for 25/26 enabling the outstanding one-year DA/SV Uplift grants to providers and IDVA grants to local authorities to be put in place.

Victims Code of Practice Compliance

The Code Compliance Framework that is set out in the Victims and Prisoners Act (2024) includes the duty placed on agencies to collect information on Code Compliance, with PCCs to oversee agencies compliance. The APCC have coordinated a working group to determine what the detail of the framework will look like and sought volunteers across the country, A&S are part of this work. The working group are seeking to tackle data issues across the system to support metric reporting for compliance. Formal data reporting from all forces is unlikely to be achieved for April 2026.

Priority 5 – Improve Standards of Policing

Independent Scrutiny of the use of Police Powers Panel (ISOPPP):

The Panel met in mid-December 2024 to review 14 cases ranging from vehicle stop & search to use of force involving a Taser, Baton & PAVA spray. Discussion was held between Panel members and the police

about improving the process and channels for feedback. A sub-group has been set up to take this forward. Use of Body Worn Camera remains a topic of discussion. Constructive conversations took place regarding case reviews and requests for updates on certain cases will be brought to the next meeting on the 20 March 2025. Reports are published [here](#).

Independent Scrutiny of Police Complaints Panel (ISPCP):

The panel met in December to scrutinise complaints relating to Discrimination. 24 complaints were reviewed and discussed in detail with leads from A&S Professional Standards Department (PSD). The panel welcomed Supt Larisa Hunt, new Head of PSD. The Panel continue to scrutinise the Constabulary handling of police complaints, making observations regarding inaccuracies in complaint recording, the quality of the final letters written to complainants and issues in timeliness in complaint handling. ASP continue to share the panel's views directly to complaint handlers, through a new feedback system and this appears to be working well. The panel received an update from Esther Wride, ASC Outreach Team and Inclusion and Diversity Lead regarding the work the team are doing to shape and promote the employment offerings of ASC and to improve the diversity of applicants. The ISPCP reports can be read [here](#).

Out of Court Resolutions Scrutiny Panel

The December meeting scrutinised police decision making in Community Resolutions, with a focus on criminal damage cases. The Panel reviewed 15 cases on this theme, and all Community Resolution for sexual offences cases in the last quarter (5 cases). The Panel considered 9 cases appropriate, 7 appropriate with observations, and 4 inappropriate. Feedback in inappropriate cases is provided to individual decision makers and their supervisors to inform future decision making. The Panel trialled use of a new spreadsheet to enable capture and analysis of learning over time. The Panel also reviewed and approved revised Terms of Reference and the work programme 2025. The Panel report and response to organisational learning will be published [here](#).

Independent Custody Visiting Scheme

The ICV Scheme is made up of 27 volunteers that make weekly unannounced visits across the 3 custody suites (Patchway, Bridgwater and Keynsham) to ensure that detainees are being treated well and afforded their rights and entitlements. ICV Panel meetings were held across all suites in February this year. Meetings are used to deliver bitesize training, discuss issues that have been observed by the ICVs (both positive and areas for improvement) and to receive updates from ASP custody leads. The meetings in February had guest speakers from MITIE who provide the Healthcare Professionals (HCPs) within the custody setting. This provided a valuable insight into the resource challenges of HCPs and more detail around their roles in custody. Discussions were also held around the resource challenges in custody and the impact this can have on the treatment of detainees, the introduction of custody tablets and how this could assist with communicating with detainees where English is not their first language and the possible introduction of new technology in the form of a new screening device. The next Panel meetings are scheduled for July.

Tackling Disproportionality

The February SteerCo meeting reviewed governance arrangements to sign off and monitor implementation of recommendations, progress in securing partnership commitment to the programme, including signing the Memorandum of Understanding to enable publication of quarterly data to measure progress. A draft Anti-Racism Strategy and thematic objectives for 2025/6, developed by Pillar Working Groups following the October workshop, will be considered at the next LCJB meeting. The OPCC continues to provide secretariat support to the Independent Scrutiny

Board. Desmond Brown has now stepped down as Interim Chair, with Peninah A-Kindberg appointed as his replacement. Desmond will continue to serve on the Board, and was awarded an MBE in the New Years Honours list in recognition of his service in work to tackle disproportionality and promote independent scrutiny on behalf of the community. Desmond and Peninah presented a Lightening Talk at the NPCC/APCC/College of Policing Culture and Inclusion Conference on 30-31 January to talk about best practice in community-led independent scrutiny.

An overview of the Tackling Disproportionality programme and OPCC scrutiny and assurance arrangements was presented to the PCP Public Confidence Sub-Committee meeting on 2 December. An presentation on the Tackling Disproportionality Programme is a key agenda item for this meeting.

Governance, Performance & Accountability

Governance and Scrutiny Board (GSB)

The new GSB process went live in February 2025 – this will bring together scrutiny from the month of January. The overall nature of the meeting remains the same in that it is a closed meeting for the PCC and Chief Constable (and members of their teams) and is the formal monthly governance and holding to account Board.

The standing agenda will be:

- Decisions
- Finance
- Estates
- Transformational Programme Oversight
- Chief Constable Update
- Monthly PEEL Question focus

The following items will continue to be covered on an annual basis:

- Force Management Statement
- Strategic Policing Requirement
- Strategic Threat Assessment
- Control Strategy
- PCC Annual Complaint Report and Professional Standards

Police Question Time (PQT)

PQT was launched in July. It is a monthly meeting of approximately 30 minutes where the PCC puts questions to the Chief Constable. The public are often asked to submit questions on the agreed themes. PQT is livestreamed via Facebook and LinkedIn.

February's PQT focussed on the Avon & Somerset Police PEEL 2023-25 report.

Further information, including recordings of previous sessions, can be found here: [Police Question Time | OPCC for Avon and Somerset](#)

HMICFRS

[PCC responses published](#)

- The policing response to antisocial behaviour: PEEL spotlight report
- Multi-agency responses to serious youth violence: working together to support and protect children

- An inspection of the police response to the public disorder in July and August 2024: Tranche 1

HMICFRS reports published (awaiting PCC response)

- [PEEL 2023-25: An inspection of Avon and Somerset Constabulary](#)

Upcoming inspections / reports

- The Constabulary were inspected as part of the [police integrity inspection programme](#) in February 2025.
- HMICFRS will re-visit the Constabulary in March/April 2025 in relation to PEEL AFIs.

PEEL 2023-25 Areas for Improvement (AFIs)

1. The constabulary needs to improve the time it takes to answer emergency calls
2. The constabulary needs to reduce the number of non-emergency calls abandoned by callers because they aren't answered
3. The constabulary needs to attend calls for service in line with its published attendance times, make sure there is effective supervision of deployment decisions, and make sure that callers are updated if there are delays
4. The constabulary should carry out timely investigations into all reported crimes, and make sure that officers take all investigative opportunities
5. The constabulary needs to make sure it is recording outcomes appropriately, and that they comply with force and national policies, leading to satisfactory results for victims
6. The constabulary should make sure that it consistently achieves appropriate outcomes for victims
7. The constabulary should make sure that it properly documents, supervises, quality assures and monitors compliance of its vulnerability risk assessments
8. The constabulary needs to make sure it has sufficiently trained personnel and the resources to make sure the Domestic Violence Disclosure Scheme complies with the required legislative processes and timescales
9. The constabulary should improve its governance and approach to managing suspects and wanted people
10. The constabulary should make sure that it has processes and resources in place to visit registered sex offenders and manage the risk posed by them
11. The constabulary should make sure that its internet child abuse team can manage images of online child abuse in line with nationally recognised risk assessment timescales, and that supervisors regularly review officers' caseloads
12. The constabulary should make sure that it continually risk assesses any backlogs in online child abuse referrals and cases awaiting enforcement action, and that bail checks and intelligence refreshes take place following enforcement action
13. The constabulary needs to make sure it implements the findings of its occupational health unit review quickly, so that its workforce can benefit from the improvements
14. The constabulary should use relevant data and analysis to make sure it is operating efficiently and effectively
15. The constabulary needs to make sure that its senior leaders are more connected to its workforce
16. The constabulary needs to make sure its operating model helps its workforce to address priorities and current and future demand

PEEL 2021-22 Areas for Improvement (still open)

4. The constabulary needs to improve how it records equality data.

Contacts/Complaints Oversight

The Scrutiny and Assurance Team continues to support the PCC in their role as the voice of the public in policing by monitoring and responding to public contact from local residents. This includes raising complaints and concerns at the appropriate level within the Constabulary. The team also identifies trends and themes from public contacts to inform PCC engagement visits and assist the PCC in holding the Chief Constable accountable through Police Question Time and the broader governance framework.

Recent contacts with the PCC have focused on issues such as the Council Tax Precept Decision, antisocial behaviour, concerns about NH police resources, road safety, and inquiries regarding the Police and Crime Plan. Key priorities for the team include the development and launch of iCASE, a new case management system that is being designed to enhance data collection from public contact, improve reporting capabilities and streamline existing processes. The system is set to go live in April.

The team is also supporting an audit conducted by SWAP Internal Audit Services, providing relevant data and case files for review. One-to-one meetings relating to the audit are ongoing. The team continues to support OPCC scrutiny volunteers and fulfil the PCC's statutory responsibilities under the Police Misconduct Regime, including Police Misconduct Hearings, Pension Forfeiture, Complaints against the Chief Constable and Police Appeal Tribunals.

Local Criminal Justice Board (LCJB)

The LCJB held its last board in December, with strong representation, including from the Judiciary. This allowed for an informed conversation about the impact of court cancellations on victims, witnesses and staff on the ground supporting these individuals. The Board was assured there would be no further delays and solutions to bring forward delayed cases were being looked at. It is recognised that A&S have been impacted more so than colleagues nationally due to the proactive work to drive up rape reports and deliver justice through court.

The board agreed to hold a one-off meeting to run through the actions of the Identifying Disproportionality working group to ensure buy in and strategic support to drive forward and deliver recommendations. A new national group to look at women in the justice system has been set up and A&S have committed to begin looking at what data metrics are in place. Areas of focus include: Intervene early, Reduce decline of community sentences, Alternatives to custody, Babies in custody, Young Women within justice.

The new Criminal Justice Manager took up post on 13 January. The next Board meeting is scheduled for 26 March where the development of a revised Business Plan will be discussed.

Key Decisions

The Commissioner is under a statutory obligation under the terms of the Specified Information Order to publish a record of decisions of significant public interest. Decisions are published on the Commissioner's website at the following link: [Decisions log | OPCC for Avon and Somerset \(avonandsomerset-pcc.gov.uk\)](https://www.avonandsomerset-pcc.gov.uk/decisions-log)

Key decisions published since the last meeting are as follows:

Date	Summary of Decision	Link to Decision Notice
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13/1/25	HQ Operations Heating and Cooling System Replacement Approval of Option 4 of the Technical Final Business Case to procure a replacement of the heating and cooling system in the HQ Operations building.	HQ Operations Heating and Cooling System Replacement
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Additional Items for Oversight as Requested by the Panel

Police Officer Leavers

Leavers (headcount)	Month of Feb-25	Year ending Feb-25 (Monthly average)
All officer leavers	10	19
Reasons for leaving (% of all leavers)	Month of Feb-25	Year ending Feb-25 (Monthly average)
Resignation	70	43
Retirement	30	43
Other	0	14

National Updates

National Portfolio Roles

The PCC continues to have early sight and opportunities to influence national policy through national APCC Portfolio roles in Victims and Prevention. Details are outlined in Priorities 2, 3 and 4 above.

Crime and Policing Bill

The Crime and Policing Bill was presented to Parliament on 25 February. The Bill includes provisions about police powers, sexual offences, criminal exploitation, offensive weapons, and anti-social behaviour. The Bill can be found at the following link: [Crime and Policing Bill - Parliamentary Bills - UK Parliament](#)

Police Misconduct Regime

Work is ongoing to understand the implications of the [High Court ruling](#) in the Di Maira case on the Police Dismissals Review work to continue to strengthen police vetting processes.

Consultation for Government 10 Year National Youth Strategy

The Government is creating a new ten-year National Youth Strategy to tackle the challenges for this generation of young people and ensure that every young person can thrive. The survey and other engagement on this strategy is for young people aged 10-21 (up to age 25 with SEND) to shape this once in a generation strategy. The survey is open until 16 April via the following link: [NYS - Deliver You - iwill](#)

Fire Governance

The Government has announced that responsibility for Fire will move back from the Home Office to the Department for Housing, Communities and Local Government.

Contact:

Alice Ripley, Chief of Staff

Office of the Police and Crime Commissioner for Avon and Somerset